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APMG-International Change Management Foundation Exam Sample Questions (Q74-Q79):

NEW QUESTION # 74

Which of the following statements about diverse teams are true?

1. Provide greater creativity
 2. Reach consensus sooner than teams of 'similar'
- A. Only 1 is true
 - B. Neither 1 nor 2 is true
 - C. Both 1 and 2 are true
 - D. Only 2 is true

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Diverse teams are a focal point in the APMG Change Management Foundation, particularly in the context of team effectiveness during change initiatives. Let's break down each statement with extensive detail:

*Statement 1: "Provide greater creativity" - This is true and strongly supported by the APMG framework.

Diversity in teams—whether in terms of culture, experience, gender, or skills—brings a variety of perspectives that fuel innovative thinking. For example, a team designing a new customer service process might include members from sales, IT, and HR, each contributing unique ideas that a homogenous group might overlook. Research cited in change management literature consistently shows that diverse teams outperform similar teams in creativity and problem-solving due to this multiplicity of viewpoints. The framework emphasizes that this strength is particularly valuable in change contexts, where novel solutions are often required to address complex challenges.

*Statement 2: "Reach consensus sooner than teams of 'similar'" - This is false. While diverse teams excel in creativity, they often face challenges in decision-making speed. The APMG materials explain that differing perspectives can lead to healthy debate but also require more time to align and reach agreement. For instance, a team of 'similar' (e.g., all engineers) might quickly agree on a technical solution due to shared assumptions, whereas a diverse team might debate trade-offs between technical feasibility, cost, and user experience, delaying consensus. This trade-off is acknowledged as a potential downside of diversity, though the quality of decisions typically improves.

Given this analysis, only Statement 1 is true. The answer is A because the framework prioritizes creativity as a proven benefit of diversity, while explicitly noting that quicker consensus is not a characteristic of diverse teams compared to homogenous ones.

NEW QUESTION # 75

Which is a correct description of how Tuckman's five phases of team development work in practice?

- A. Teams may go backwards or oscillate between the stages
- B. An equal amount of time is spent in each stage
- C. Once a stage is completed a team never returns to it.
- D. Successful teams always stay in the performing stage

Answer: A

Explanation:

Explanation

Tuckman's five phases of team development are a model that describes how teams evolve and mature over time. The five phases are: forming, storming, norming, performing, and adjourning. In practice, teams may not follow these phases in a linear or sequential way, but may go backwards or oscillate between the stages depending on various factors, such as changes in goals, leadership, membership, or context. Therefore, team leaders and members need to be aware of the current stage of their team and adapt their behaviors and actions accordingly.

References:

* https://www.mindtools.com/pages/article/newLDR_86.htm

* https://www.researchgate.net/publication/235298447_Developmental_Sequence_in_Small_Groups

NEW QUESTION # 76

Which statement describes an advantage of using storytelling to engage people's hearts and mind more fully when communicating change?

- A. Stories entertain and help people relax, so they can be more positive about the change
- **B. Stories engage people with the challenges ahead and how can be overcome**
- C. Stories engage people by providing detailed plans and timescales for change
- D. Stories primarily engage rational thought so people logically work out what to do

Answer: B

Explanation:

Explanation

Storytelling is a technique to communicate change in a way that engages people's hearts and minds more fully.

Stories can convey the vision, purpose, and benefits of the change, as well as the challenges ahead and how they can be overcome.

Stories can also inspire, motivate, and persuade people to support and participate in the change. Therefore, option C is the best example of an advantage of using storytelling to communicate change.

The other options are not advantages, as they either do not reflect the purpose of storytelling or do not engage people's hearts and minds. References:

<https://apmg-international.com/sites/default/files/Change%20Management%20Foundation%20Sample%20Paper> (page 11)

NEW QUESTION # 77

Which of the following statements about diverse teams are true?

1. Quicker to make decisions than teams of 'similar'
2. Members understand each other immediately

- A. Only 1 is true
- **B. Neither 1 nor 2 is true**
- C. Both 1 and 2 are true
- D. Only 2 is true

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:

The APMG Change Management Foundation materials discuss diverse teams in the context of team dynamics and effectiveness.

Statement 1 ("Quicker to make decisions than teams of 'similar'") is false because diverse teams, while often more creative and thorough, typically take longer to reach decisions due to differing perspectives requiring reconciliation.

Statement 2 ("Members understand each other immediately") is also false, as diversity in backgrounds, experiences, and viewpoints often leads to initial misunderstandings that require time and effort to overcome.

Diverse teams excel in innovation and problem-solving but not in speed or instant mutual understanding, making neither statement true.

NEW QUESTION # 78

Which approach to fostering engagement and collaboration represents best practice for getting the MOST from social channels during change?

- A. Allow people to evolve local rules on how to use social media
- B. Encourage individuals to link workplace social media with external contacts
- C. Encourage people to make unrestricted use of social media
- **D. Make clear to people what is considered acceptable use of social media**

Answer: D

Explanation:

Social media is a type of communication channel that allows for online interaction and collaboration among people. Social media can be used to foster engagement and collaboration during change, as it can provide information, feedback, support, and innovation.

However, social media also poses some challenges and risks, such as misinformation, distraction, or conflict. Therefore, the best practice for getting the most from social channels during change is to make clear to people what is considered acceptable use of

social media, such as the purpose, tone, frequency, and content of the messages. The other options are not best practices, as they either encourage unrestricted or restricted use of social media, which can have negative consequences for the change.

NEW QUESTION # 79

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